

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 2**

Postal Regulatory Commission
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BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

COMPLAINT OF RANDALL EHRLICH

Docket No. C2020-1

**NOTICE OF ERRATA TO
RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 1-4 OF CHAIRMAN'S INFORMATION REQUEST NO. 2
(February 19, 2020)**

The Postal Service hereby provides notice of the filing of a replacement copy of Exhibit 7 to the Responses of the United States Postal Service to Questions 1-4 of Chairman's Information Request No. 2, originally filed in this docket on February 18, 2020. The replacement copy of Exhibit 7, attached, is a clearer, better copy of the document filed as Exhibit 7 in the Responses at issue.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
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February 19, 2020

From: [Bell, John R - Bellevue, WA](#)
To: [McNeal, Trent J - Seattle, WA](#)
Subject: Response to Ehrlich Congressional please proof read before i send.
Date: Wednesday, May 24, 2017 4:21:01 PM
Attachments: [image001.png](#)

I started this position late January 2017, in February 2017 I was informed of the dog issue and non-delivery for a few customers out of the Ballard office. I have went over all documentation available. I first met Randy Ehrlich in the PM conference room, a few of the customers where meeting with the PM and I was invited to sit in (being new in Seattle) to get an understanding of the situation. I also met with MR. Ehrlich at his house to speak of starting his mail delivery again, I brought the station NALC Representative with me for the meeting and MR. Ehrlich invited Mark Middlebrooks, who was at the meeting in the PM Conference room. Understanding that MR. Ehrlich's mail has been stopped for a number of years, my main concern and goal was to re-establish mail delivery to his address on record for the dog issue. Attached is the District Dog Program that in it states once an address has their mail stopped due to a dog issue, as long as the resident stays at that address the non-delivery will continue. While at MR. Ehrlich's home we discussed the mail delivery and what needed to be completed in order to finalize delivery, which was to move his mailbox to the corner of the fence, at this time it was positioned approximately 6 feet away, an easy fix MR. Ehrlich said he would think about it. The majority of the conversation was about the carrier and how she was manipulating the system and holding the customers around that block hostages in reference to receiving their mail. I explained to MR. Ehrlich that evidence would be needed in order to see if any misconduct had taken place, all I received was what you attached to this email. After waiting for three weeks I sent MR. Ehrlich an email and asked if he decided to move his box, he replied no he wasn't since no one has done anything with the carrier.

In all the dealings I have had with this customer I have come to the conclusion that it's not mail delivery he really wants, it's the termination of the carrier. He could have easily been getting his mail delivered but would not move the mailbox just so he has a platform to stand on to keep this issue alive. I explained to him that my main function is the delivery of the mail out of my office, not investigating postal employees, he needed to contact the OIG, I gave MR. Ehrlich the information he needed to contact the OIG and file a formal complaint.

On 5/18/2017 I went to MR. Ehrlich's residence to speak to him about moving his mailbox as we discussed, and or open a PO Box to receive mail if he did not have the mailbox moved to the location the Post Office agreed to within the time allotted, he was not home so I left him a letter to inform him of this (letter attached). I received a phone call from him on Monday 5/22/2017 and wanted to know what I was doing about the carrier. He had me on speaker phone, my administrative assistant was in my office at the time, I put MR. Ehrlich on my speaker so my assistant could take notes during the conversation (attached). During the conversation the main topic of discussion is why I haven't investigated the carrier for misconduct, I explained that is not my primary job description, if an employee is doing things that falls under misconduct and the proof is there I can act but when it's he said she said the preponderance of evidence is not there. I asked him if he turned it over to the OIG, he said yes but they are not going to investigate. If the OIG looks through the documentation and not investigate that means there is not enough or no evidence to pursue.

I do not believe that anything less than terminating or moving the letter carrier to another route will this issue with MR. Ehrlich be resolved. The Post Office has over accommodated to appease this customer since I inherited it, but it is to no avail.

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